

Community Development-Customer Survey Response Summary (2002 YTD)

Date of Visit	1/Promptness of response	2/Time spent waiting for service	3/Courtesy/personal attention	4/Knowledge level of employees	5/Efficiency of service provided	6/Usability of information	7/Overall service	Comments/Suggestions	Administration	Animal Control	Building	Cable Enforcement	Customer Service	Debris Picking	Design/Planning	Development/Engineering	Fire Marshal	Loan
12/20/2003	4	4	4	4	4	4	4	4 Nikki was wonderfully helpful and friendly. Thank you.	X				X					
1/2/2004	4	4	4	4	4	4	4	4 Nikki was wonderfully helpful and friendly. Thank you.					X					
1/10/2004	4	4	4	4	4	4	4	4 Friendly staff answered all questions clearly.					X					
1/15/2004								4 You need to have links online so you can look up old projects, agendas and staff reports.										
								4 Always prompt. Always helpful. Always courteous. Thanks.										
1/26/2004	4	4	4	4	4	4	4	4 Very good service. [Debi]										
1/26/2004	4	4	4	4	4	4	4	4 Courtesy and helpfulness was outstanding. Commend Ray.										
1/26/2004	4	4	4	4	4	4	4	4 Great Service!! Great to have application online.										
1/29/2004	3	4	4	4	4	4	4											
2/3/2004	4	4	4	4	4	4	4	4 Vickie was a lot of help.										
2/6/2004	4	4	4	4	4	4	4	4 Jennifer - Shee was the most help I have gotten from any public office.			X							
2/11/2004	4	4	4	4	4	4	4	4 All your permit techs are great. They are very courteous and prompt. It is by far the best service I have had at a county office. Great customer service. Keep up the great work Nicole & Melissa.										
2/27/2004	4	4	4	4	4	4	4	4 Great!!!										
3/12/2004	4	3	4	4	4	4	4	4 Kam's knowledge level and professionalism quickly solved the problem I had, and provided me with the accurate solution I needed. Previous phone call w/desk person inaccurately conveyed property status to an appraiser. Suggestion: Before someone gives out blanket info it would help to research the specifics of the property and suggest alternatives.										
3/16/2004	4	1	4	4	4	4	4	4 Nicole was awesome! Once I got through my "waiting period", her service, efficiency and level of expertise effectively processed my request. Thank you!										
3/16/2004	4	1	4	4	4	4	4	4 The service was fine. The time I spent waiting to be seen was unacceptable. Have more staff available.			X							
3/24/2004	4	4	4	4	4	4	4	4 I expected bureaucracy and instead found friendly, caring people. Thank you.			X							
3/25/2004	4	2	4	3	2	3	1	1 To wait over 1/2 hour to pick up an approved permit is not acceptable!!!										
4/21/2004	4	4	4	4	4	4	4	4 Customer Service provides outstanding service. All employees are knowledgeable, courteous, professional and really expidituous. Helps building process with their super attitudes! Also John John is an awesome employee who always has time to help with issues and alwaysgalls back! Thanks to hem and Lou Malattia for outstanding service and professionalism. Special thanks to Debi, Nicole, Michelle and Melissa. Super.					X					
# Responses	17	17	17	17	17	17	17											
Average Rating YTD	3.94	3.47	4.00	3.94	3.88	3.94	3.65											
Grade	A-	B	A	A-	A-	A-	B+											

1=Very Dissatisfied, 2=Dissatisfied 3=Satisfied 4=Very Satisfied

Overall Service 1=Poor 2=Fair 3=Good 4=Excellent

A=4.0, A-=3.75, B+=3.50, B=3.25, B-=3.00
C+=2.75, C=2.50, C-=2.25
D+=2.0, D=1.75, D-=1.5
F=1.0

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